



Questions & Answers

Title: Collection Agency Services	
Solicitation Number: ISED-208460	Date: November 23, 2023

NO	Questions	Answers
1	<p>Regarding the requirements for RT2, we have vast experience with files \$25,000 and greater and currently provide collections to all 5 Canadian schedule 1 banks as well as a number of other financial and insurance companies, however, we only have 1 Federal Government client (CMHC). Additionally, we have multiple provincial government and municipal clients such as TSSA, Govt of Saskatchewan, Cities of Toronto, Regina, and Vancouver.</p> <p>Will you still consider us, or are we disqualified because we do not have the minimum 3 Federal Government clients?</p>	<p>You won't be disqualified as RT2 is not a mandatory criteria. For the Point-Rated Technical Criteria section, you must meet the minimum total of points.</p>
2	<p>I have a question relating to Section 4.5 Point Rated Technical Criteria RT2</p> <p>This questions requirement is for experience collecting Federal accounts (minimum 3) for the past 10 years. The majority of Federal Collections are done through an expansive contract for multiple Government of Canada departments. This contract has been held by one agency for many years. My question is, does this question does not eliminate most of the perspective bidders as they would not qualify for</p>	<p>The technical Criteria RT2 is not a mandatory requirement in this process. This criteria will simply give more points to companies that have experience in implementing contracts within the federal government.</p>



	<p>this based on collection contracts available with the Federal Government.</p> <p>We are Contract Security Program cleared with Protected A/B site clearance for a Standing Offer with the Public Prosecution Service of Canada and we would not be able to answer this question either. Is there any chance of revising the questions to include experiences not specific to Federal Collections Contracts?</p>	
3	<p>Our understanding for RT2 is that bidders must demonstrate experience leading and completing collection cases. Can Canada confirm that the 5 collection case references required can be from the same client?</p>	<p>Yes, the cases references can be from the same client.</p>
4	<p>RT2 – For RT2, would Canada accept project references that demonstrates a bidders experience leading and completing collection cases for any Public Sector client or financial institution in Canada?</p>	<p>For criteria RT2, points will be attribute related to experience within the Public Sectors. However, if you have less than 5 you can write down the experience with financial institution and we will examine it for sure. It is better to describe all the experience and it will be certainly taken into consideration.</p>
5	<p>Can Canada confirm if the same project experience can be used for both RT1 and RT2?</p>	<p>Yes</p>
6	<p>In the section 4.5 titled “Point Rated Technical Criteria”, No. RT2 the RFP requests:</p> <p><i>“The bidder must demonstrate that he has led and completed a minimum of three (3) projects within the last ten (10) years, from the date of bid closing, involving the collection cases in the federal government.”</i></p> <p>After careful review, we note that we are only aware of two federal government collection agency</p>	<p>We can confirm that more collection agency companies were awarded contracts in the past within the Federal Government. The ones you listed are some amongst others. We are aware that criteria RT2 may restrict several companies but we strongly recommend that you answer it in as much details as possible. You can describe experiences with other level of government as well, this will be taken into consideration.</p>



<p>contracts awarded to any company within the past decade, and these awards included only three agencies in the entirety of the collection agency industry. These awards include:</p> <ol style="list-style-type: none">1. National Master Standing Offer (11/2015):<ol style="list-style-type: none">a. Gatestone Inc.b. CBV Collection Services Inc.c. Aro Inc.2. Debt Collection Services for Outstanding Federal Fines (Public Prosecution Service of Canada)<ol style="list-style-type: none">a. CBV Collection Services Inc. (the only agency noted on the PPSC National Fine Recovery Program website). <p>We understand that you may have deeper knowledge of the contracts awarded than we do, but these are the only ones that we could find on the public-facing procurement sites. Understanding the importance of aligning with the RFP criteria and that this may significantly affect the ultimate scoring of participants (both favorably and unfavorably), we wanted to bring this to your attention and seek clarification on whether the requirement is flexible or if there is room for further discussion. It may be beneficial to the process, and certainly open up the process to more bidders, if the experience requirement was expanded to reference clients in any sector. Or, perhaps if you wanted a narrower scope, you could request references from government clients at any level (federal,</p>	
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	provincial, municipal) as many collection agencies perform services for these various levels of government.	
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